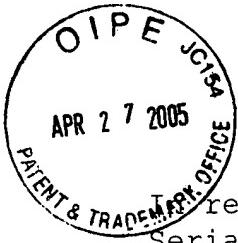


PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE



Re application : Szlam, Aleksander et al.
Serial No. : 09/437,414
Filed : November 10, 1999
For : Dynamic and Interdependent Processing of
Inbound and Outbound Communications
Attorney's Docket : CONCERTO-500AX
Examiner : Allan Hosain
Group Art Unit : 2645

I hereby certify that this correspondence is being deposited with the United States Postal Service as priority flat rate mail in an envelope addressed to: Mail Stop Amendment, Commissioner of Patents, PO Box 1450, Alexandria, VA 22313-1450 on April 25, 2005.

By *Andrew R. Martin*
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AMENDMENT

Mail Stop Amendment
Commissioner of Patents
PO Box 1450
Alexandria, VA, 22313-1450

Sir or Madam:

In response to the Office Action dated January 25, 2005,
please amend the above-identified Patent Application as follows: